

IN THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the Application:

1. (Currently Amended) A computer system comprising:

a synchronization server for synchronizing the operation of one or more virtual test systems; and

one or more test client computers coupled to the synchronization server, wherein respective ones of the one or more test client computers generate first requests and second requests to the synchronization server wherein the respective ones of the first requests and the respective ones of the second requests are logically related, to provide logically related requests wherein the respective ones of the first requests and the respective ones of the second requests are provided having identifier key values for associating respective ones of the logically related requests, and wherein the synchronization server controls the one or more test client computers to provide a measurement of one or more time latency values.

2. (Original) The computer system of claim 1, wherein respective ones of the one or more virtual test systems are coupled to the respective ones of the one or more test client computers and the one or more virtual test systems are coupled to a contact center associated with contact center functions; wherein:

the one or more virtual test systems include at least one of a virtual telephone caller system associated with virtual telephone caller actions, a virtual agent telephone system associated with virtual agent telephone actions, a virtual agent computer system associated with virtual agent computer actions, and a virtual web user system associated with virtual web user actions; and,

respective ones of the first requests and respective ones of the second requests are associated with respective ones of the virtual telephone caller

actions, respective ones of the virtual agent telephone actions, respective ones of the virtual agent computer actions and respective ones of the virtual web user actions.

3. Canceled

4. Canceled

5. (Currently Amended) The computer system of claim 4¹, wherein the respective ones of the first requests and the respective ones of the second requests are provided having number of clients values for further associating respective ones of the logically related requests.

6. Canceled

7. (Currently Amended) The computer system of claim 5¹, wherein the time latency values correspond to at least one of a time latency value between respective ones of the virtual telephone caller actions, a time latency value between respective ones of the virtual agent telephone actions, a time latency value between respective ones of the virtual agent computer actions, a time latency value between respective ones of the virtual web user actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual agent telephone actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual agent computer actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual web user actions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the virtual agent computer actions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the virtual web user actions, a time

latency value between respective ones of the virtual agent computer actions and respective ones of the virtual web user actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the contact center functions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the contact center functions, a time latency value between respective ones of the virtual agent computer actions and respective ones of the contact center functions, a time latency value between respective ones of the virtual web user actions and respective ones of the contact center functions, a routing accuracy corresponding to connection between a virtual telephone caller and an agent, and a display accuracy associated with an agent computer screen display.

8. (Currently Amended)) A synchronization method comprising:

generating first requests and second requests from one or more test client computers to a synchronization server, for synchronizing the operation of one or more virtual test systems

logically relating respective ones of the first requests and respective ones of the second requests, to provide logically related requests;

associating respective ones of the logically related requests by relating identifier key values associated with the respective ones of the logically related requests; and

controlling the one or more test client computers to provide a measurement of one or more time latency values.-

9. (Original) The synchronization method of claim 8, further including:

generating at least one of virtual telephone caller actions with a virtual telephone caller system coupled to a respective one of the one or more test client computers, virtual agent telephone actions with a virtual agent telephone system coupled to a respective one of the one or more test client computers, virtual

-7-

agent computer actions with a virtual agent computer system coupled to a respective one of the one or more test client computers, and virtual web user actions with a virtual web user system coupled to a respective one of the one or more test client computers; wherein:

the virtual telephone caller system, the virtual agent telephone system, the virtual agent computer system, and the virtual web user system are coupled to a contact center associated with contact center functions; and

respective ones of the first requests and respective ones of the second requests are associated with respective ones of the virtual telephone caller actions, respective ones of the virtual agent telephone actions, respective ones of the virtual agent computer actions and respective ones of the virtual web user actions.

10. Canceled

11. Canceled

12. (Currently Amended) The synchronization method of claim ~~44~~8, further including:

relating number of clients values associated with the respective ones of the first requests and the respective ones of the second requests, to further associate respective ones of the logically related requests.

13. Canceled

14. (Currently Amended) The synchronization method of claim ~~43~~1, wherein the time latency values correspond to at least one of a time latency value between respective ones of the virtual telephone caller actions, a time latency value between respective ones of the virtual agent telephone actions, a time latency value between respective ones of the virtual agent computer actions, a time

latency value between respective ones of the virtual web user actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual agent telephone actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual agent computer actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual web user actions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the virtual agent computer actions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the virtual web user actions, a time latency value between respective ones of the virtual agent computer actions and respective ones of the virtual web user actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the contact center functions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the contact center functions, a time latency value between respective ones of the virtual agent computer actions and respective ones of the contact center functions, and a time latency value between respective ones of the virtual web user actions and respective ones of the contact center functions, ~~a routing accuracy corresponding to connection between a virtual telephone caller and an agent, and a display accuracy associated with an agent computer screen display.~~

15. (Currently Amended) A synchronization method, including:

generating first requests and second requests from one or more test client computers to a synchronization server;

associating a portion of a first software program associated with a first respective one of the one or more test client computers with a respective one of the first requests having a first key value;

associating a portion of a second software program associated with a second respective one of the one or more test client computers with a respective one of the second requests having the first key value;

transmitting the respective one of the first requests to the synchronization server;

transmitting the respective one of the second requests to the synchronization server;

identifying a matching request pair as the respective one of the first requests having the first key value in combination with the respective one of the second requests having the first key value;

transmitting a notification of the matching pair from the synchronization server to the first respective one of the one or more test client computers and to the second respective one of the one or more test client computers; and

bypassing the portion of the first software program if the notification is received by the first respective one of the one or more test client computers.

16. (Currently Amended) A synchronization method, including:

generating first requests and second requests from one or more test client computers to a synchronization server;

associating a portion of a first software program associated with a first respective one of the one or more test client computers with a respective one of the first requests having a first key value and a first number of clients value;

associating a portion of a second software program associated with a second respective one of the one or more test client computers with a respective one of the second requests having the first key value and the first number of clients value;

transmitting the first ~~respective~~ one of the first requests to the synchronization server;

transmitting the respective one of the second ~~test client~~ requests to the synchronization server;

identifying a matching request pair as the respective one of the first requests having the first key value and the first number of clients value in combination with the respective one of the second requests having the first key value and the first number of clients value;

transmitting a notification of the matching pair from the synchronization server to the first respective one of the one or more test client computers and to the second respective one of the one or more test client computers; and

pausing execution of the first software program at the portion of the first software program if the notification is received by the first respective one of the one or more test client computers.

17. (Currently Amended) A computer program product comprising a computer usable medium having computer readable code thereon for synchronizing one or more virtual test systems, including program code comprising:

instructions for generating first requests and second requests from one or more test client computers to a synchronization server;

instructions for logically relating respective ones of the first requests and respective ones of the second requests, to provide logically related requests;

instructions for associating respective ones of the logically related requests by relating identifier key values associated with the respective ones of the logically related requests; and

instructions for controlling the one or more test client computers to provide a measurement of one or more time latency values.

18. (Original) The computer program product of claim 17, including:

instructions for generating at least one of virtual telephone caller actions with a virtual telephone caller system coupled to a respective one of the one or more test client computers, virtual agent telephone actions with a virtual agent telephone system coupled to a respective one of the one or more test client computers, virtual agent computer actions with a virtual agent computer system

-11-

coupled to a respective one of the one or more test client computers, and virtual web user actions with a virtual web user system coupled to a respective one of the one or more test client computers; wherein:

the virtual telephone caller system, the virtual agent telephone system, the virtual agent computer system, and the virtual web user system are coupled to a contact center associated with contact center functions; and

respective ones of the first requests and respective ones of the second requests are associated with respective ones of the virtual telephone caller actions, respective ones of the virtual agent telephone actions, respective ones of the virtual agent computer actions and respective ones of the virtual web user actions.

19. Canceled

20. Canceled

21. (Currently Amended) The computer program product of claim ~~20~~17, further including:

instructions for relating number of clients values associated with the respective ones of the first requests and the respective ones of the second requests, to further associate respective ones of the logically related requests.

22. Canceled

23. (Currently Amended) The computer program product of claim ~~22~~17, wherein the time latency values correspond to at least one of a time latency value between respective ones of the virtual telephone caller actions, a time latency value between respective ones of the virtual agent telephone actions, a time latency value between respective ones of the virtual agent computer actions, a time latency value between respective ones of the virtual web user actions, a

time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual agent telephone actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual agent computer actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the virtual web user actions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the virtual agent computer actions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the virtual web user actions, a time latency value between respective ones of the virtual agent computer actions and respective ones of the virtual web user actions, a time latency value between respective ones of the virtual telephone caller actions and respective ones of the contact center functions, a time latency value between respective ones of the virtual agent telephone actions and respective ones of the contact center functions, a time latency value between respective ones of the virtual agent computer actions and respective ones of the contact center functions, and a time latency value between respective ones of the virtual web user actions and respective ones of the contact center functions, ~~a routing accuracy corresponding to connection between a virtual telephone caller and an agent, and, and a display accuracy associated with an agent computer screen display.~~

24. (Currently Amended) A computer program product comprising a computer usable medium having computer readable code thereon for synchronizing one or more test client computers, including program code comprising:

instructions for generating first requests and second requests from one or more test client computers to a synchronization server;

instructions for associating a portion of a first software program associated with a first respective one of the one or more test client computers with a respective one of the first requests having a first key value;

instructions for associating a portion of a second software program associated with a second respective one of the one or more test client computers with a respective one of the second requests having the first key value;

instructions for transmitting the respective one of the first requests to the synchronization server;

instructions for transmitting the respective one of the second requests to the synchronization server;

instructions for identifying a matching request pair as the respective one of the first requests having the first key value in combination with the respective one of the second requests having the first key value;

instructions for transmitting a notification of the matching pair from the synchronization server to the first respective one of the one or more test client computers and to the second respective one of the one or more test client computers; and

instructions for bypassing the portion of the first software program if the notification is received by the first respective one of the one or more test client computers.

25. (Currently Amended) A computer program product comprising a computer usable medium having computer readable code thereon for synchronizing one or more test client computers, including program code comprising:

instructions for generating first requests and second requests from one or more test client computers to a synchronization server;

instructions for associating a portion of a first software program associated with a first respective one of the one or more test client computers with a respective one of the first requests having a first key value and a first number of clients value;

instructions for associating a portion of a second software program associated with a second respective one of the one or more test client computers

-14-

with a respective one of the second requests having the first key value and the first number of clients value;

instructions for transmitting the first respective one of the first requests to the synchronization server;

instructions for transmitting the respective one of the second test client requests to the synchronization server;

instructions for identifying a matching request pair as the respective one of the first requests having the first key value and the first number of clients value in combination with the respective one of the second requests having the first key value and the first number of clients value;

instructions for transmitting a notification of the matching pair from the synchronization server to the first respective one of the one or more test client computers and to the second respective one of the one or more test client computers; and

instructions for pausing execution of the first software program at the portion of the first software program if the notification is received by the first respective one of the one or more test client computers.

26. (Currently Amended) A computer system, comprising:

a first virtual test system, the first virtual test system to provide a first communication associated with a first media;

a second virtual test system coupled to the first virtual test system, the second virtual test system to provide a second communication associated with a second media, wherein the computer system is adapted to relate a portion of the first communication provided by the first virtual test system to a portion of the second communication provided by the second virtual test system;

a first test client computer coupled to the first virtual test system;

a second test client computer coupled to the second virtual test system;

and

a multimedia synchronization server coupled to the first and second test client computers to synchronize the portion of the first communication provided by the first virtual test system with the portion of the second communication provided by the second virtual test system.

27. (Previously Presented) The computer system of Claim 26, wherein the first media and the second media are the same type of media.

28. (Previously Presented) The computer system of Claim 26, wherein the first media and the second media are different types of media.

29. (Previously Presented) The computer system of Claim 26, wherein the first virtual test system is a selected one of a virtual telephone caller system, a virtual web user system, a virtual agent telephone system, and a virtual agent computer system.

30. (Previously Presented) The computer system of Claim 26, wherein the second virtual test system is a selected one of a virtual telephone caller system, a virtual web user system, a virtual agent telephone system, and a virtual agent computer system.

31. Canceled

32. (Currently Amended) A method for testing a contact center, comprising:
 providing a first communication associated with a first media to the contact center with a first virtual test system;
 providing a second communication associated with a second media to the contact center with a second virtual test system; and

relating a portion of the first communication provided by the first virtual test system with a portion of the second communication provided by the second virtual test system;

providing the portion of the first communication to a first test client computer;

providing the portion of the second communication to a second test client computer;

providing a third communication associated with the portion of the first communication to a multimedia synchronization server;

providing a fourth communication associated with the portion of the second communication to the multimedia synchronization server; and

synchronizing the first test client computer with the second test client computer in accordance with the third and fourth communications.

33. (Previously Presented) The method of Claim 32, wherein the first media and the second media are the same type of media.

34. (Previously Presented) The method of Claim 32, wherein the first media and the second media are different types of media.

35. (Previously Presented) The method of Claim 32, wherein the first virtual test system is a selected one of a virtual telephone caller system, a virtual web user system, a virtual agent telephone system, and a virtual agent computer system.

36. (Previously Presented) The method of Claim 32, wherein the second virtual test system is a selected one of a virtual telephone caller system, a virtual web user system, a virtual agent telephone system, and a virtual agent computer system.

37. Canceled

38. (Currently Amended) A computer program product comprising a computer usable medium having computer readable code thereon, comprising instructions for:

providing a first communication associated with a first media to the contact center with a first virtual test system;

providing a second communication associated with a second media to the contact center with a second virtual test system; and

relating a portion of the first communication provided by the first virtual test system with a portion of the second communication provided by the second virtual test system;

providing the portion of the first communication to a first test client computer;

providing the portion of the second communication to a second test client computer;

providing a third communication associated with the portion of the first communication to a multimedia synchronization server;

providing a fourth communication associated with the portion of the second communication to the multimedia synchronization server; and

synchronizing the first test client computer with the second test client computer in accordance with the third and fourth communications..

39. (Previously Presented) The computer program product of Claim 38, wherein the first media and the second media are the same type of media.

40. (Previously Presented) The computer program product of Claim 38, wherein the first media and the second media are different types of media.

41. (Previously Presented) The computer program product of Claim 38, wherein the first virtual test system is a selected one of a virtual telephone caller system, a virtual web user system, a virtual agent telephone system, and a virtual agent computer system.

42. (Previously Presented) The computer program product of Claim 38, wherein the second virtual test system is a selected one of a virtual telephone caller system, a virtual web user system, a virtual agent telephone system, and a virtual agent computer system.

43. Canceled